

Community Connections provides services to people who need them most, where they need them most—in their community. Currently, if someone needs assistance, they primarily receive it in our main human services office in Norristown, rather than in their home area. Community Connections will change that by establishing one-stop service centers in an initial four locations around Montgomery County—Willow Grove, Pottstown, Lansdale and Norristown. Community Connections will build a stronger partnership between government, community organizations and families to foster better service and care.

NAVIGATES

Navigates are skilled human service professionals who can provide residents who need some type of human services with information and assistance in identifying services that will help them with needs such as health, housing, senior supports, child care, employment, veterans affairs, supports for individuals with behavioral health or developmental disabilities or child, family or elder protective services. Residents will work with the same Navigate during their interaction with Community Connections allowing the Navigate to serve as both a navigator of the system and an advocate for the individual throughout the process. Navigates will be located at the County Community Connections offices.

FREQUENTLY ASKED QUESTIONS

WHO SHOULD CALL A NAVIGATE?

Any Montgomery County resident in need of human services. If you need a service from a specific county agency and already know where to call, you can always contact that agency directly. Community Connections is designed for individuals who are not sure what services may be available or where to turn.

IS THERE A COST TO TALK TO A NAVIGATE?

No. The Navigates are employees of Montgomery County government.

HOW DO I ACCESS NAVIGATES?

You can reach a Navigate by phone or by visiting any of the Montgomery County's Community Connections offices to request assistance Monday through Friday from 8 a.m. through 4:30 p.m. Willow Grove will offer evening hours one Wednesday a month during the summer by appointment only. To find your nearest Community Connections office, addresses are listed within the brochure.

HOW WILL THE NAVIGATES SHARE THE NECESSARY INFORMATION WITH ORGANIZATIONS?

Navigates will work with residents to ask the right questions and compile the necessary information in order to direct them to the proper department, organization or person. In doing so, information will be collected and transferred as laws and confidentiality agreements allow. The County strives to create an environment of information sharing while respecting the residents' confidentiality and all laws.

FIND MORE INFORMATION AT

www.montcopa.org/communityconnections



COMMUNITY CONNECTIONS REGIONS

